FEB '86

OFFICE AUTOMATION

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FROM THE EDITOR

Welcome to an exciting new year of sharing information through the OA SIG Newsletter. The OA SIG Steering Committee has been growing and the Fall Symposium in Anaheim, CA marked the several changes and additions to our ranks. The new list of committee members, and the positions they hold is on page OA-i.

One of the changes you will notice is that I have volunteered (or was I volunteered?) as the Newsletter Editor for the OA SIG, but I need your help! Our newsletter is the place for you to share technical information, software fixes, customization ideas and a host of other information regarding Office Automation with each other. So why not send me something to publish? Send your submissions to me at:

Therese LeBlanc
275 London
Wheeling, IL 60090
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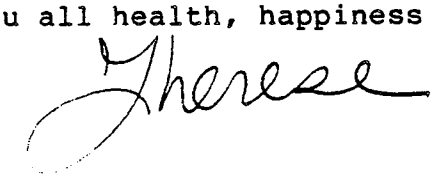
Please follow these simple guidelines when submitting material:

- Make sure the information is clearly, darkly printed
- Check your spelling...please
- If you send multiple pages, number them
- Include your name, address and phone number so I can contact you if I have any questions

Wishing you all health, happiness and success in 1986.



NEXT OA SIG CHAIR NAMED

Katherine "Kit" Trimm was named Office Automation SIG Chair Elect at the OA SIG Managment meeting held December 8, 1985. Kit has been a key member of the OA SIG Steering Committee and Symposium Coordination team for the past two years. She has demonstrated her leadership and organizational skills in all phases of Symposia support, particularly in preparing, scheduling and running the OA sessions.

Founder and current OA SIG Chair Thomas Orlowski, will continue in his roll as Chair until the Spring Symposium in Dallas. He will then provide ongoing support to the SIG Steering Committee. The members of the OA SIG would like to thank Tom for his vision and persistance in founding the SIG, and for the excellent leadership he has provided them with for the past three years.

As Chair Elect Kit will be working closely with Tom for the next four months developing her knowledge of this position and preparing for the Spring Symposium.

We congratulate Kit and wish her continued success as a DECUS leader.

NOTES FROM THE FALL SYMPOSIUM

From the opening Roadmap session Monday morning to the Wrapup Friday afternoon, the attendance and participation in the OA SIG symposium sessions was outstanding.

We had five full days of sessions covering a variety of topics: OA concepts, new products, system management, message router, communications, work stations, user panels, VTX and much more. The user presentations were excellent and we had several highly technical sessions which were well received.

Strong involvement by our DEC counterparts helped make two of the week's highlights possible; the OA Question & Answer session, and the OA Wishlist (things users would like to see done or added to DEC products).

We're not certain, but we may have broken a record at the Q&A session on Wednesday evening. We had close to 20 DEC representatives in the same room for two hours! Eleven of them were the official 'answer' panel and another six or seven were in the audience to help out if needed. The best part of all this was that they were there to listen and respond to user questions.

The OA Wishlist session on Friday morning began with DEC representatives responding to the wishlist items presented to them last May in New Orleans (a reprint of those responses will appear in the February newsletter). A steady stream of new wishes gave DEC reps. another list to take home with them and respond to at the Spring Symposium.

There were also many informal Birds Of a Feather (BOF) meetings held by OA users with similar interests and concerns. The Executive Track day (on Thursday) for senior management helped to provide high level management from many different companies with the dynamic concepts of Office Automation and some real life case studies.

This is just a sampling of the sessions and activities sponsored by the Office Automation SIG in Anaheim. Our SIG is growing and evolving at a rapid pace and we look forward to more exciting programs at the next symposium. We invite each of you to attend and participate in the Spring Symposium, April 28 - May 2, in Dallas Texas.

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CONTENTS

The DECUS 1985 ALL-IN-1 Newsletter 1

ALL-IN-1 Release Notes 3

Sending Mail to VMSmail Recipients 5

VAX/VMS 4.2 Mail Fetcher 6

Converting DECmail Messages to ALL-IN-1 7

Upgrading ALL-IN-1 from VAX/VMS Version 3.n to VAX/VMS Version 4.n 8

Time Management 9

Performance Management 11

The DECUS 1985 ALL-IN-1 Newsletter

This is the ALL-IN-1 Newsletter for DECUS 1985. It tells you about tuning ALL-IN-1 to improve performance and how to best use and manage your ALL-IN-1 Version 2 system.

Do You Need Support In Running ALL-IN-1 Version 2?

DIGITAL offers a variety of services that can make it easier to run ALL-IN-1 Version 2 systems.

1 Startup Services

Startup Service Packages are available to get ALL-IN-1 operational and accelerate your productive use of ALL-IN-1.

2 Software Product Service Agreements

* **DECsupport Service** is the most comprehensive level of service, offering critical problem on-site assistance and scheduled preventative maintenance. You receive telephone support that gives you timely answers and solves most software problems. In addition, you get revised versions of the software and documentation, and system newsletters or dispatches.

* **BASIC Service** is ideal for customers who have a staff whose experience and expertise enables them to analyze and communicate a software problem to DIGITAL remote support centres. You receive telephone support that gives you timely answers and solves most software problems. In addition, you get revised versions of the software and documentation, and system newsletters and dispatches.

* **Self-Maintenance Service** is designed for customers who require revised versions of the software and documentation from DIGITAL. In addition, you get system newsletters or dispatches and may submit software performance questions.

A variety of service options may be added to an existing Software Product Service Agreement, such as service for multiple-like systems.

3 Training From Educational Services

To ensure customer success with DIGITAL products, Educational Services sells training for the installation, maintenance and/or management of DIGITAL software. The training available for ALL-IN-1 users is:

* ALL-IN-1 Version 1 to Version 2 Migration Planning and Training
* ALL-IN-1 Version 2 User Update Training
* ALL-IN-1 Version 2 System Manager Training

If you need these or any other services, please call your DIGITAL Account Manager.

4 ALL-IN-1 Release Notes

What do you use your ALL-IN-1 Release Notes for?
Do you ...

1. Use them when you install ALL-IN-1 ? ☐
2. Refer to them when you have a problem with ALL-IN-1? ☐
3. Pass on relevant information in them to your users? ☐

You ticked every box, of course!

You didn't?

Why not read through them? As well as giving you extra information for when you install ALL-IN-1, they contain extra information about the day-to-day running of ALL-IN-1 that is not found in any other documentation.

Sections 4 and 5 describe late changes to ALL-IN-1, particularly aspects of ALL-IN-1 that changed after the documentation was typeset, and details about the use and management of ALL-IN-1 Version 2 that you should be aware of.

In Section 4 you will find information on the day-to-day running of ALL-IN-1, for instance Electronic Messaging, printing, using the Scratch Pad and Time Management.

Section 5 gives information about the optional products that can be used with ALL-IN-1, for instance, DATATRIEVE and WPS-PLUS/ALL-IN-1.

Some of the information in sections 4 and 5 is for you, the system manager, but there is other information which your users will need to know.

For instance, in section 4 there is a description of how to subtract from the result of a calculation. The guide describes where to place the equals sign in the chain of calculations.
For example: Instead of entering 562 * 25 = 1450 - 50 = ...
enter 562 * 25 - 50 = ...

In Section 4 you will also find an addition to the ALL-IN-1 documentation concerning WPS and EDT which DECmate users should know about. It tells you that if you transfer a document from a DECmate using CX (character transfer) to ALL-IN-1 on VMS Version 4.0 or later, the transferred document may lose some characters. To avoid this, users should change their VMS terminal set-up by putting the command $ SET TERMINAL /HOSTSYNC into their LOGIN.COM file.

So, make good use of your Release Notes.

Pass useful information on to your users to save them from unnecessary problems.

And next time you have a problem with ALL-IN-1, have a look through your Release Notes. They might have the answer to the problem.

5 Sending Mail to VMSmail Recipients

Do all the systems to which you send mail, have Message Router and the Message Router VMSmail Gateway (MRGATE) installed?

If not, you may be having problems sending ALL-IN-1 mail to VMSmail recipients.

If Message Router and MRGATE are not installed on every system in the network, use the address format:

TO: username @nodename @MRGATE @gateway_node

where gateway_node is the name of the node that is running MRGATE, and can be omitted if it is the local node name.

The address format given in the ALL-IN-1 documentation is:

TO: username @MRGATE @nodename

This format is the correct way to address mail to VMSmail recipients only if every system in the network to which you send VMS mail has Message Router and MRGATE installed.

6 VAX/VMS 4.2 Mail Fetcher

If you are running VAX/VMS Version 4.2 on your system, the Electronic Messaging fetching routine will not finish if a mail message containing an attachment is received by the Fetcher from a remote system. The fetching routine has the process name of "A1 Fetcher" and is queued as a batch job called OAMTIMAIL. This problem causes excessive use of CPU time.

Workaround: If you see that the batch job OAMTIMAIL is running continuously, stop the Fetcher using the DCL command STOP "process_name". You can then use the RF option in the Electronic Messaging System Management menu in ALL-IN-1 to interactively fetch the message. The batch job OAMTIMAIL will start again when another message is received.

This problem is fixed in ALL-IN-1 Version 2.1.

7 Converting DECmail Messages To ALL-IN-1

- Converting DECmail messages to ALL-IN-1 takes approximately 40 minutes for 100 memos. The more memos there are, the longer it takes to transfer each memo. Therefore it is advisable to ask users to delete any unwanted memos before transferring DECmail accounts to ALL-IN-1.

- Even if only one account from a save file is being transferred into ALL-IN-1, all the accounts in the save file are transferred, and the unwanted ones are later deleted by ALL-IN-1. For this reason, it is recommended that you do not put too many accounts into one save file.

- The conversion program runs as a batch job. Do not run the conversion program in a batch queue which has time limits set.

If a conversion for a user fails, you must complete the following steps before attempting the conversion again:

1 Log into the ALL-IN-1 system manager's VMS account (or the account where the conversion was initiated) and run ALL-IN-1. Delete the folder called Decmail Conversion, if it exists.

2 Log into the user's ALL-IN-1 account and run ALL-IN-1. Delete the folder called Odm Master, if it exists. Enter t following ALL-IN-1 command while in the user's account:

```
<CAB GET_PENDING "DMCONV","WASTEBASKET"
```

In ALL-IN-1 Version 2.1 these tasks will be done automatically.

Converting DECmail messages to ALL-IN-1 is described in the ALL-IN-1 Installation Guide. The ALL-IN-1 Release Notes contain additional information that you should read when converting DECmail messages to ALL-IN-1.

8 Upgrading ALL-IN-1 Version 2.8 from VAX/VMS Version 3.n to VAX/VMS Version 4.n 4.n

If you are, or have been, running ALL-IN-1 Version 2.8 on VMS Version 3.n, then ALL-IN-1's indexed data files will have a Prolog of 1. If you upgrade to Version 4.n of VMS, you must convert the indexed data files to Prolog 3 to allow ALL-IN-1 to access the files correctly.

You can see the Prolog of a file using the DCL command DIRECTORY/FULL.

When you have upgraded your VAX/VMS system to Version 4.n, carry out the following procedure to convert the relevant ALL-IN-1 files to Prolog 3:

```
$ SET DEFAULT OA$DATA
$ CONVERT/PROLOG=3/FDL=OA$LIB:NETWORK.FDL NETWORK.DAT NETWORK.DAT
$ PURGE NETWORK.DAT
$ CONVERT/PROLOG=3/FDL=OA$LIB:ATTENDEE.FDL ATTENDEE.DAT ATTENDEE.DAT
$ PURGE ATTENDEE.DAT
$ CONVERT/PROLOG=3/FDL=OA$LIB:MEETING.FDL MEETING.DAT MEETING.DAT
$ PURGE MEETING.DAT
```

and for each ALL-IN-1 user:

```
$ SET DEFAULT <user's ALL-IN-1 directory>
$ CONVERT/PROLOG=3/FDL=OA$LIB:DOCDB.FDL DOCDB.DAT DOCDB.DAT
$ PURGE DOCDB.DAT
$ CONVERT/PROLOG=3/FDL=OA$LIB:ACTITEM.FDL ACTITEM.DAT ACTITEM.DAT
$ PURGE ACTITEM.DAT
```


9 Time Management

You should be aware of the following attributes of Time Management which are not described in your Release Notes. These are all corrected in ALL-IN-1 Version 2.1.

- When an apostrophe (') is typed in the meeting location or description field, the meeting is scheduled but when an attendee tries to read the message they will cause an access violation.

  Solution: Do not enter an apostrophe (') in these fields.

- Someone whose ALL-IN-1 user name contains a comma can delete a meeting that he or she schedules, but attendees cannot delete the meeting from their calendars.

  Solution: If possible, avoid creating user accounts with names containing commas.

- When the Advanced Calendar (AC) option on the Reminders (RE) menu is used, the file ACTITEM.DAT is left open if a date without any reminders scheduled is selected. Eventually the limit for the number of files that may be left open is reached and an error message is displayed.

  Solution: Exit from ALL-IN-1 when the open file limit is reached. ALL-IN-1 closes all open files when this is done. You can then enter ALL-IN-1 again.

- If you send a meeting notice to an attendee who has the same name as yourself but is on another node, you will never receive the attendee's reply.

  Solution: If possible, create user accounts with names that are as unique as possible, for example FTSMITH instead of SMITH.

- If you send a meeting notice to an attendee whose User Profile language is different from yours, the meeting will not be scheduled.

  Solution: Under development.

- When scheduling a meeting, ALL-IN-1 does not find all of the attendee's free time and sometimes states that attendees are free when they are not.

  Solution: Under development.

- Time Management does not find all conflicting meetings and appointments.

  Solution: None currently available.

10 Performance Management

Your ALL-IN-1 system must be carefully managed to maintain a consistently high level of performance. Effective performance management of your ALL-IN-1 system involves:

- Reviewing the hardware and software configuration
- Reviewing and monitoring system performance and workload
- Tuning VMS
- Keeping the ALL-IN-1 File Cabinet and Electronic Messaging system well maintained

These four activities are essential for maintaining good performance and avoiding performance problems.

There is a complete discussion of ALL-IN-1 performance management in the ALL-IN-1 Performance Management Guide. A summary of the key issues is given below:

10.1 System Set-up

It is important that your system has adequate hardware resources to meet its workload. Make sure your system been configured according to DIGITAL recommendations for processor power and memory size particularly as your system requirements change, for instance, when the number of users increases.

Review the user working set parameters (WSDEF, WSQUOTA and WSEXTENT) in the system authorization file.

When ALL-IN-1 is installed on your system, you will almost certainly need to increase the size of your PAGE and SWAP files and you will probably need to allocate secondary PAGE and SWAP files to different disk devices. Refer to your ALL-IN-1 Performance Management Guide for further details.

10.2 Monitoring and Reviewing the System

Monitoring system behavior and usage is the most important aspect of performance management. A good understanding of the performance characteristics of your system gives you a starting point for system tuning and performance troubleshooting and provides you with the information needed to plan ahead and avoid problems.

It is recommended that you:

- Monitor system resource usage on a daily basis and keep summary records of day-to-day resource usage in these areas:
  - Average and peak processor load
  - Avearge and peak page fault rates
  - Average and peak disk I/O traffic for each disk device

  The VMS supplied MONITOR utility provides the facilities to do this.

- Periodically review memory usage characteristics, particularly:
  - Paged and non-paged pool usage against availability
  - Request packet (SRP, IRP and LRP) usage against availability
  - PAGE and SWAP file space in use

  The DCL SHOW MEMORY command provides this information.

- Run process level accounting on a daily basis to keep track of which users or groups of users are using system resources. Summary statistics on a user-by-user basis should be kept for analyzing trends which can be used to assist with growth prediction.

  Refer to the VAX/VMS Accounting Utility Reference Manual for details of how to use the ACCOUNTING utility.

10.3 Tuning VMS

There are a small number of VMS SYSGEN parameters which should be checked and, if necessary, adjusted to get the best out of your ALL-IN-1 system. The most important SYSGEN parameters to review are:

NPAGEDYN and NPAGEVIR
PAGEDYN
LRPCOUNT and LRPCOUNTV
SRPCOUNT and SRPCOUNTV
IRPCOUNT and IRPCOUNTV
MPW_HILIMIT
MPW_LOLIMIT
MPW_THRESH
MPW_WAITLIM

Please refer to the following additional sources of information:

- ALL-IN-1 Performance Management Guide
- Guide to VAX/VMS Performance Management
- VAX/VMS System Generation Utility Reference Manual

You should not adjust any VMS system parameters unless you know exactly what you are doing and why. It is easy to degrade the performance of any VMS system by careless or uninformed adjustment of system tuning parameters. Only make changes to the system if you have an informed reason for doing so.

If you are unfamiliar with VAX/VMS performance characteristics and the effects of the SYSGEN parameters listed above, contact your DIGITAL Account Manager.

10.4 Housekeeping and Maintenance

10.4.1 File Cabinet Reorganization

From time to time, the ALL-IN-1 File Cabinet must be reorganized using the File Cabinet Reorganization option. How frequently you reorganize the File Cabinet varies from system to system depending on the workload. It is recommended that you reorganize at least once each week, but it may be necessary to do it more frequently if you notice that performance is becoming degraded.

The most visible indication that the performance of the File Cabinet has been degraded is the response time to perform File Cabinet access operations such as:

- Selecting a document
- Deleting a document
- Creating and editing a document
- Sending mail messages
- Indexing the file cabinet

10.4.2 File Cabinet Index

OA$DATA:DAF.DAT is an indexed file that holds reference data on every document in the File Cabinet. It can grow very rapidly and thereby degrade system performance. It is important to make sure that unwanted documents are deleted when they are no longer required.

If a user keeps a large number of unwanted files in the File Cabinet, it can degrade system performance. Encourage your users to delete unwanted documents regularly. In particular, Electronic Messaging can lead to large numbers of documents being kept in the File Cabinet unnecessarily.

10.4.3 Housekeeping the Electronic Mail System

The ALL-IN-1 Electronic Messaging system maintains two log files defined by the logical names OA$MTI_LOG and OA$MTI_ERR.

- OA$MTI_LOG keeps a record of each mail message sent on the system.
- OA$MTI_ERR keeps a record of any error messages caused by sending and receiving mail messages to and from remote addressees.

As these files increase in size, it takes longer to append new records to them and the speed at which mail is sent is degraded. It is recommended that you periodically close, archive and replace these files to prevent them from becoming too big.

10.4.4 Removing Unused Facilities

If you customize ALL-IN-1, you may have forms and scripts that you do not use. You can save memory and improve performance by removing unwanted forms and scripts from the installed memory shareable libraries, OAFORM.FLB and AITXL.

Refer to Chapters 15 and 16 of the ALL-IN-1 Application Programmer's Reference for details.